

EVENT NOTIFICATION

To: Qwest Wholesale Customers
From: Qwest IT Wholesale Systems Help Desk
Date: November 23, 2002
Subject: System Event Notification

☐ Initial ☒ Update ☐ Closure

This Event Notification is sent to advise you that Qwest is experiencing trouble with the below system:

Ticket Number: 6090995 Ticket Severity: 4

Database Ticket:

Event Onset Description of Trouble: CLECs may receive error: "Error Processing Request: OSS Gateway: No Data Returned Bus empty" when performing Service Availability Query (SAQ) on Residential orders.

☒ AM ☐ PM

Business Impact: CLECs may receive inaccurate error message.

Date: 11/19/02

Work Around: None required.

System/Application/
Process:

IMA-GUI – Release 11.0 only	<input checked="" type="checkbox"/>
IMA-EDI – Release 11.0 only	<input checked="" type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: hh:mm MTN ☐ AM ☐ PM Date: mm/dd/yy

Event Closure Resolution: TBD

Time: hh:mm MTN

☐ AM ☐ PM

Date: mm/dd/yy

☐ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.